

## SUSPECT ID CHART

(Use this page to make photo copies for your store.)

HEIGHT \_\_\_\_\_ SEX \_\_\_\_\_

SKIN COLOR  
(RACE) \_\_\_\_\_

HAIR \_\_\_\_\_

VOICE/SPEECH  
\_\_\_\_\_

EYES \_\_\_\_\_

BUILD \_\_\_\_\_

JEWELRY \_\_\_\_\_

APPROX.  
AGE \_\_\_\_\_

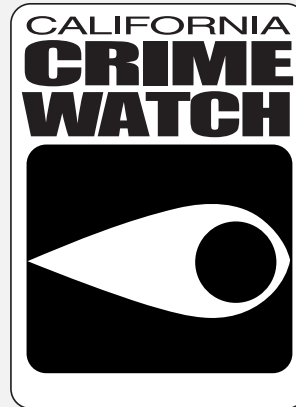
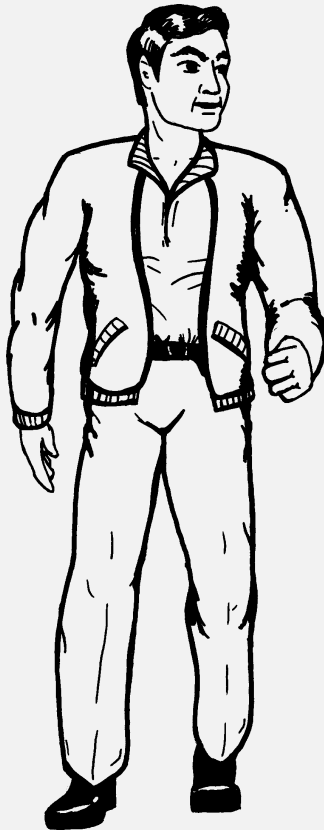
FACIAL \_\_\_\_\_

HAIR \_\_\_\_\_

SCARS &  
TATTOOS \_\_\_\_\_

CLOTHING \_\_\_\_\_

WHAT WAS SAID?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Courtesy of

Office of Criminal Justice Planning  
1130 K Street, Suite 300, Sacramento, CA 95814  
(916) 324-9100

For more information on this program in your  
community, contact:

STATE OF CALIFORNIA  
GRAY DAVIS  
GOVERNOR



WHAT  
EVERY  
RETAILER  
SHOULD KNOW  
ABOUT  
SHOPLIFTING  
ROBBERY  
CREDIT CARDS  
&  
CHECK CASHING

OFFICE OF CRIMINAL  
JUSTICE PLANNING

STATE OF CALIFORNIA  
GRAY DAVIS  
GOVERNOR



## TIPS FOR PREVENTING SHOPLIFTING

- Train your staff to be courteous and alert. Thieves are less likely to steal if they think they are being watched.
- Sales personnel can notice if merchandise is missing if it is displayed neatly in standard groups with three or four items per display.
- Place small, expensive items in secured display cases close to sales staff. Counters that are near exits are easy targets for “grab and run” thieves.
- Display signs in your store that state “shoplifters will be prosecuted”.
- When you apprehend a shoplifter, contact local law enforcement regarding actions you should follow. Cooperate with law enforcement, and with the attorney prosecuting the case.

## TIPS FOR PREVENTING ROBBERY

Take measures that make your store unattractive to robbers. Some prevention measures include:

- a clean, neat store; attentive sales staff, a visible cash register, good lighting, and frequent cash deposits to the bank.
- The use of mirrors, cameras, alarms and security Personnel in high-crime areas.

## WHAT TO DO WHEN A ROBBERY OCCURS

- Cooperate with the robber for your safety and the safety of others.
- Make an effort to stay calm and think clearly. Make mental notes of the robber’s physical description and other observations that will help law enforcement officers.
- If you can reach your silent alarm without

this being noticed, do so. Otherwise, wait until the robber leaves.

- Have a prearranged signal with your employees that indicates a robbery is occurring. Do not use it if the robber can see you. Instead wait until the robber leaves.
- Most robbers are as nervous as you, so be careful.

## CREDIT CARD PRECAUTION

- Ask for identification with every credit card purchase. Examples of valid identification include a valid California driver’s license California I.D. card.
- Don’t accept credit cards without checking the “hot sheet” or telephoning for authorization.
- Always destroy carbons from purchase invoices to prevent credit card numbers and names from falling into the wrong hands.

## CHECK CASHING PRECAUTIONS

- Accept only local checks with current name and addresses printed on them.
- Examine checks closely. Don’t accept any with alterations.
- Accept only payroll or government checks when you know the person or can verify the check.
- Don’t accept postdated checks.
- Don’t accept two or more party checks.

